

**PEER REVIEW TRAVEL
INFORMATION SHEET**

WORLD TRAVEL SERVICE CONTACT INFORMATION

• <u>WTS website:</u>	http://www.nihreviewer.com
• <u>Toll-free number:</u>	1-800-638-8500
• <u>Local number:</u>	301-816-8991
• <u>Fax number:</u>	301-816-0715
• <u>After Hours (7pm EST)</u>	877-853-3648 (Use code WAS1S2115)
• <u>Email requests:</u>	wtls@mail.nih.gov
• <u>Email to cancel a flight:</u>	cancel@worldtravelservice.com

Peer review travel reservations are through World Travel Service (WTS) and are paid directly by the government with no out-of-pocket expense to you. Please note that if you are federally-employed, the IC peer review office will issue a travel authorization order to be processed through the mandated government employee reservation contractor, Omega Travel Service (not WTS).

Important Notice: Please refer all special travel arrangement requests to the appropriate SREA Division Program Manager

Plane or Train Reservations and Ticketing

- Requests for reservations from reviewers will be accepted by phone, email, fax, or on-line booking two to four weeks prior to departure.
- If your travel dates are firm and there will be no changes, reservations may be made three months prior to departure.
- Non-Refundable tickets are being issued for NIH Peer Review Meetings.
- WTS intent is to offer the most cost and time efficient routing and scheduling options based on reviewer's preferred itinerary.
- WTS may also make arrangements for personal travel or unrelated business in connection with peer review travel; however, a reviewer is reimbursed up to but not to exceed the cost of the round trip to and from the reviewer's home base.
- Checked baggage fees imposed by the airlines are included in your flat rate reimbursement for participation in the meeting.

Ticket Delivery

- Electronic tickets will be the default. Do not have your tickets mailed or sent via FedEx. The government is charged extra fees for these services.
- A confirmation number will be sent via phone, email or fax.

- If necessary, you may request tickets to be sent by first class mail.
- If the trip is scheduled to occur within 10 days, the ticket will be sent via Federal Express and billed to the applicable NIH/IC. An extra cost will be incurred by the IC for this service.
- WTS will issue a replacement ticket only if approved by an authorized NIH/IC official.

Request to Change Tickets

- Try to avoid changing your travel plans; new itineraries frequently result in higher ticket costs plus the government is charged a WTS processing fee and a \$150.00 change fee automatically imposed by the airline. However, if you need to make a change after the ticket is issued **to and from your home base**, you must request the change through WTS to avoid any additional cost charged directly to you for which may not be reimbursed.
- Unusual Circumstances: In the event of inclement weather or personal emergency, reviewers should call World Travel Service at 1800-638-8500. If the travel reservation systems are down across the country, reviewers may call the airline directly to make the necessary changes. If there are additional costs related, the reviewer will be reimbursed accordingly. Prior NIH approval is not required. Reimbursements will be made upon submission of receipts. To cancel flights please go to www.worldtravelservice.com.
- In general, one change per ticket will be allowed.
- Reviewers may seek "stand by" availability and if there is an additional fee, the reviewer will be reimbursed by NIH.

NIH SREA Office Approval is needed if

- Changes fare that exceed \$500
- Changes are considered on a case by case basis depending on the unique circumstance, reimbursement will be considered.

Response Time from WTS

- Response to reviewer's inquiry will be within 1 business day;
- Arrangements by email, FAX, or on-line booking will be processed within 1 business day; and
- Technical problems with email connections or FAX will be reported within 4 business hours.

Travel Insurance

- A minimum of \$200,000 in travel insurance is provided with each issued ticket at no additional cost